

## LIBRARY CIRCULATION AIDE (PART-TIME)

*The Milwaukee Public Library is committed to providing the highest quality of service to internal and external customers. In meeting this commitment, employees are expected to be knowledgeable, competent, dependable and courteous in the performance of their job responsibilities and to work cooperatively as part of a team. The incumbent takes advantage of opportunities to build both public understanding and support for libraries within the community. Employees are expected to be adaptable in a highly dynamic work environment.*

Library Circulation Aides are employed up to 20 hours per week. Work hours are primarily during evenings and weekends—although daytime hours may be available—on a year-round basis. Persons employed as Library Circulation Aides must be available to work the schedule of hours required by the Library's public service needs. Library Circulation Aides work at the Milwaukee Public Central Library and Neighborhood Libraries.

**PURPOSE:** Library Circulation Aides perform general clerical duties on a part-time basis. Major responsibilities include shelving, shelf reading and shifting library materials, performing customer service functions in a proactive manner and assisting with opening and closing procedures when assigned.

### **ESSENTIAL FUNCTIONS:**

- Verifies, sorts and shelves materials from returns desk, book drops, sorters, room use, and acquisitions. Reads shelves to maintain proper order. Shifts and straightens collections as space requires. Processes materials for and from delivery. Searches for and retrieves materials to fill hold requests, for weeding or for inventory purposes.
- Staffs customer service desk. Checks in and checks out library materials.
- Collects necessary charges including the use of Virtual Merchant for credit card payments. Refunds payments for material that was paid for and later returned.
- Answers directional inquiries and general information inquiries regarding library events and services.
- Answers the telephone and transfers calls to the appropriate staff member.
- Troubleshoots problems upon checkout, self pick-up of holds, e-commerce, library card registration, photocopiers, printers, PCs and CountyCat, etc., assists the public with their patron accounts, or may search for specific items.
- Assists patrons in registering for library cards, including online self-registration and in the reporting and replacement of lost cards.
- Assists with opening and closing routines (i.e. turns on or shuts off equipment and lights, straightens work area before starting or leaving, etc.)
- Performs other duties as assigned.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.*

### **THE REQUIREMENTS:**

1. At least 16 years of age at time of application.
2. Current enrollment as a high school student OR college or technical school student for a minimum of three (3) credits.

## ***Library Circulation Aide (part-time)***

**NOTE:** Proof of student status (grade report and/or fee receipt) will be required before appointment to this position and status will be monitored on a semester basis after hire. Individuals who do not maintain student status will no longer be eligible for employment as Library Circulation Aides.

3. Residence in the City of Milwaukee at time of application and throughout employment.

### **KNOWLEDGE, SKILLS & ABILITIES REQUIRED:**

- Ability to communicate with people in a tactful manner.
- Ability to work effectively and relate well with other employees and the general public in a customer service environment.
- Ability to perform both general and detailed clerical work.
- Ability to file materials accurately, both numerically and alphabetically.
- Ability to follow directions.
- Knowledge of computers, including inputting and typing skills.

**THE CURRENT PAY RANGE (PR9CN) IS:** \$7.75 per hour with raises to \$9.46 per hour.  
(Appointees are not eligible for benefits.)

**THE SELECTION PROCESS** will consist of a job-related written examination weighted 100%. The written examination will measure the following knowledge, skills and abilities that are necessary to do the work of a Library Circulation Aide: filing, interpreting job related material, public relations and interpersonal skills.

The examination will be held as soon as practical after **June 4, 2013**. Receipt of applications may be discontinued at any time after this date without prior notice. However recruitment may continue until the needs of the City have been met. Qualified applicants will be notified by mail of the date, time and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

The names of successful candidates will be placed on the eligible list in a rank determined by final grade without reference to the date of the examination. Persons placed on an eligible list will remain on the list for one year only. Candidates may take an examination for Library Circulation Aide once every six months. Qualified applicants will be notified by mail of the date, time and place of the examination. Persons not accepted to an examination or removed from an eligible list may file a written appeal (including the basis upon which the appeal is made) which must be received by the City Service Commission no later than ten calendar days after the rejection notice was mailed.

**APPLICATION MATERIALS** and further information may be obtained on our website: [www.milwaukee.gov/jobs](http://www.milwaukee.gov/jobs), in person or via mail from City of Milwaukee, Department of Employee Relations, 200 East Wells Street, Room 706, Milwaukee, WI 53202-3554, or by calling (414) 286-3751.